EMERGENCY PREPAREDNESS PLAN

For The

Metro Transit, Minneapolis, MN

⊤ Metro Transit

Internal Memorandum

DATE: **to be determined**

TO: General Manager
Assistant General Managers
Division Directors
Director of Security and Police
Director of Safety Bus and Rail Operations
Transportation Managers
Assistant Transportation Managers
Maintenance Managers
Safety Managers
TCC Supervisors
District Supervisors
Safety Specialists
Risk Management
Metro Transit Police Lieutenants

FROM: Sam Jacobs

SUBJECT: Critical Incident Plan

A critical incident may involve District Supervision, Transit Control Center (TCC), other Metro Transit work units, and outside governmental agencies. Once a Metro Transit department or facility is notified, it then becomes the responsibility of the director or manager of the notified department or facility to organize sufficient personnel and implement departmental procedures necessary to support the overall Metro Transit effort. The help, support, and cooperation of all Metro Transit departments will be needed when notification is received from the TCC.

District and Transit Control Center Supervisors should read this plan carefully and be prepared to proceed according to the identified Critical Incident Phase. Other Metro Transit work units should have a critical incident response plan in place specific to their work unit's responsibility.

cc:Distribution List

PHASE I

An incident where:
- No commandeering of equipment from regular routes
- No additional personnel are required; present staff's hours may be changed or extended
- No significant delay in scheduled service
- No significant detouring of buses

NOTE: Certain incidents may be characterized as less than a Phase I incident, such as, an Operation 100

PROCEDURES
- Transit Control Center (TCC) Supervisor Incident Commander (IC) will make the Phase level decision.
- District Supervisor dispatched to be On-Site IC for Metro Transit, as needed
- Metro Transit Police dispatched to scene, as needed
- Determination will be made on what Chain of Command will be notified by TCC IC
- Transit Information Center (TIC) and Customer Relations Department (CRD) notified as necessary
- TCC IC monitors incident reports/status on television and radio, as needed
- TCC IC will document incident with Special Situation Report (SSR)

PHASE II

An incident where the situation has escalated to include:
- Detouring and disruption of service
- Service curtailed in affected area
- Employee and customer safety in jeopardy
- Buses requested by an external agency (Mutual Aid request)
- Need for additional equipment and drivers above and beyond resources available (i.e. all call drivers used up). Need for overtime drivers
- Duration of event determined to be relatively short term (hours)
- Buses pulled off regular routes

PROCEDURES
- Detour drivers from the affected area immediately
- TCC IC will make the Phase level decision.
- District Supervisor dispatched to be On-site IC for Metro Transit
- Metro Transit Police dispatched to scene
- Chain of Command notified by TCC IC
- TIC and CRD receive incident updates
- TCC IC monitors incident reports/status on television and radio, as needed
- TCC IC will decide whether additional District and TCC supervisory staff is needed
- Information to external agencies and the media will be handled through normal channels. The TCC IC will provide information to the Director of Customer Service and marketing
- Notify Metro Transit Police On-Duty Lieutenant of the incident
- Documentation of the incident will occur throughout its duration. TCC uses SSR. District Supervisors use normal accident /incident report

PHASE III

An incident which is the most severe. It involves employee callbacks, and a greater commitment of Metro Transit resources to external agencies.
- Extensive detouring and disruption of service
- Extensive curtailment or abandonment of service in affected area
- Commandeering of buses off regular routes or bringing out additional buses to handle mass evacuation or to supplement police activities at the staging area of the event scene
- Safety of employees and general population in jeopardy
- Incident anticipated lasting for a lengthy period of time (possibly one or more days)

PROCEDURES
- Detour drivers from the affected area immediately
- TCC IC will make the Phase level decision.
- District Supervisor On-site IC for Metro Transit
- Metro Transit Police dispatched to scene
- Chain of Command notified by TCC IC
- TIC and CRD receive incident updates
- TCC IC monitors incident reports/status on television and radio, as needed
- Additional District and TCC supervisory staff, as needed
- Information to external agencies and the media will be handled through normal channels. The TCC IC will provide information to the Director of Customer Service and Marketing
- Notify Metro Transit Police On-Duty Lieutenant of the incident
- Documentation of the incident will occur throughout its duration. TCC uses SSR. District Supervisors use normal accident /incident report

Once it has been established that a Phase III Critical Incident is occurring, the following notifications and procedures will take place:

1. Entire Chain of Command notified.
2. The Director or Assistant Director of Bus Transportation will arrange for sufficient personnel to be available at the garages for the duration of the emergency
3. The Director or Assistant Director of Bus Maintenance will arrange for sufficient personnel to be available at the garages for the duration of the emergency.
4. Metro Transit Police Captain or Lieutenants will arrange for sufficient personnel to be available for the duration of the emergency
5. The Manager or Assistant Manager of Street Operations will arrange for sufficient

6.   personnel to be available on the street for the duration of the emergency
6.   The Manager of Electronic Communications Operations will arrange for sufficient personnel to be available for the duration of the emergency
7.   The Manager or Assistant Manager of TCC will arrange for sufficient personnel to be available in the TCC for the duration of the emergency
8.   The TCC Manager or his designee will conduct briefing sessions in the Chambers, as necessary, for Metro Transit management only

T MetroTransit

Internal Memorandum

DATE: October 26, 1999

TO: TCC Supervisors
            Metro Area Law Enforcement/Medical/Emergency Agencies

FROM: Steve McLaird
            Metro Transit Control Center

SUBJECT: Metro Transit Operation 100 Definition, Description and Procedures

Operation 100 - Definition

Emergency Metro Transit Bus Support provided to Twin City Metro Area Police, Fire and Emergency Agencies/Departments upon request due to Incident Situation, Public Safety and Protection concerns. The defined need to be designated as an Operation 100 is less than 5 buses. Greater than 5 buses is defined as a Critical Incident.

Typical needs for Metro Transit Operation 100 support:
- Provide shelter to citizens displaced by fire, hazardous material leaks and spills, etc.
- Provide shelter to police, fire, medical personnel during a prolonged incident or situation.
- Triage support and shelter to emergency medical personnel and victims during a disaster situation.
- Assist in transportation of disaster victims with minor injuries to area hospitals
- Provide transportation of Law Enforcement to/from incident scene.
- Transportation of non-violent law violators to designated law enforcement booking locations.

Operation 100 Procedures

- Request is made for emergency bus support by Metro Area Police, Fire, or Emergency Department/Agency by calling the Metro Transit Control Center (TCC).
  Phone Number 612-349-7317
  The TCC is staffed 24 hours/day 7 days/week.

- Requests by private companies or local area hospitals will not be accepted. If this type of request is received the TCC will call the local law enforcement dispatch for verification.

- A call back number and requester name <u>must</u> be given to the TCC to prevent erroneous or mischievous requests.

- Requestor needs to state:
  - Reason for the request
  - How many buses needed
  - Location where bus(es) are to report to (be specific on street/at street)
  - Who to report to at scene
  - Is need immediate? If not, what is the expected report time?

- TCC will make every effort to use available resources to respond to the need. Guideline to prioritizing the available resources to respond are as follows:
  - S98 Driver
  - Call Driver
  - Training Bus
  - Pull in Driver
  - Drivers in Garage after pull in
  - Mechanic (or other available maintenance personnel)
  - Driver called in from home

*Note #1 - Bus in service running revenue mileage can be used as last resort or if the need warrants an immediate reassignment of the vehicle to the incident or disaster area.

*Note #2 - Local Law Enforcement/Emergency Agency personnel have the authority to pull a bus from revenue service. If this is done, the agency must inform the TCC immediately. TCC will use above resources to restore service.

- TCC will notify the requester of the estimated time of arrival of the Metro Transit bus (es).

- TCC will inform a District Supervisor and, if at all possible and the situation warrants, dispatch him/her to the scene to direct the Operation 100 bus(es).

- If on duty, the Metro Transit Lieutenant should be informed. Metro Transit police squads should respond if the situation dictates.

- Metro Transit chain of command should be notified if Metro Transit service seriously affected or there are Metro Transit security or safety concerns.

- TCC needs to be notified when there is any reassignment or movement of the bus(es) and when the bus is released and allowed to return to the garage.

- TCC Supervisor will fill out a Special Situation Report detailing the request and the Metro Transit response.

cc: Julie Johanson
Sam Jacobs
Bob Gibbons
Dave Hubenette
Tom Burke
Wayne Babcock
Dick Loeffler
District Supervisors

Severe Summer Storm Plan

- ## Phase Approach

    Phase I -   **Severe Thunderstorm Watch, Tornado Watch, Flash Flood Watch**

    Phase II -   **Severe Thunderstorm Warning, Tornado Warning, Flash Flood Warning**

    Phase III -   **Damage Affecting Service and Route Structure**

    Phase IV -   **Implementation of Critical Incident Plan Final Phase**

Severe Summer Storm Plan

Phase I

- National Weather Service Issues a Severe Thunderstorm Watch, Tornado Watch and/or Flash Flood Watch

1. Weather Alert Radio Warning sounder activates.

2. TCC resets sounder, then selects and listens to Monitor 45 on the Console System Unit.

3. On Console P/C, open up Microsoft Internet Explorer, then open the following website: **http://iwin.nws.noaa.gov/iwin/mn/mn.html**. Make this a "Favorite" and create a Windows NT "Shortcut", if you have not done so already. After it opens, click on the button labeled **Watches** information and print the information.

4. TCC opens up "Weather Warning" toolbar in Word 6.0 and "clicks" on and opens up "canned" **Watch** form.

5. TCC writes up an internal notice with specific **Watch** information

6. Weather **Watch** notice and Internet **Watch** notice is placed at all consoles so each supervisor is aware of current situation.
   - This will be done by any available TCC Supervisor or the TCC Assistant Manager.

7. TCC turns on TV to Ch. 17 (when weather information is being broadcast) to monitor weather and radar information. TCC will also monitor weather radio (162.55MHz) and local radio for further weather information and updates. TCC will also monitor real-time radar loop information at the following Internet website - **http://www.intellicast.com/weather/msp/radarloop**

Phase II

1. Weather Alert Radio Warning sounder activates.

2. TCC resets sounder, then selects and listens to Monitor 45 on the Console System Unit.

3. On Console P/C, open up Microsoft Internet Explorer, then open the following website: **http://iwin.nws.noaa.gov/iwin/mn/mn.html**. Make this a "Favorite" and create a Windows NT "Shortcut", if you have not done so already. After it opens, click on the button labeled **Warnings and Advisories** information and print the information.

4. TCC opens up "Weather Warning" toolbar in Word 6.0 and "clicks" on and opens up "canned" **Warning** form.

5. TCC writes up notice with specific **Warning** information.

6. TCC puts message out on Ch. #6 to advise District Supervisors and Metro Transit Police.

7. Radio Call goes out to drivers in the affected area <u>and in expected path of the storm</u> giving them the specific **Warning** information.
   - If All or large portion of service area affected, do an **ALL** Call.
   - If the area affected is serviced by one garage (for example: St. Paul/Snelling) do a **GARAGE** Call.
   - If the area affected is serviced by a limited number of routes, do a **GROUP** Call by route.
   - If the area affected is serviced by a limited number of buses, do a **SELECT** Call to the individual buses.

* Try to tailor the call to only those directly affected <u>and in expected path of</u> the storm. Use the type of call which will be the quickest way to communicate the message.

7. TCC turns on TV to Ch. 17 (when weather information is being broadcast) to monitor weather and radar information. TCC will also monitor weather radio (162.55MHz) and local TV/radio for further weather information and updates. TCC will also monitor real-time radar loop information at the following Internet website - **http://www.intellicast.com/weather/msp/radarloop**

8. Weather status notices are placed at each active console so that each TCC Supervisor is aware of current situation.
   - This will be done by any available TCC Supervisor or the TCC Assistant Manager.

Phase III

1. Weather Alert Radio Warning sounder activates.

2. TCC resets sounder, then selects and listens to Monitor 45 on the Console System Unit.

3. On Console P/C, open up Microsoft Internet Explorer, then open the following website: **http://iwin.nws.noaa.gov/iwin/mn/mn.html**. Make this a "Favorite"and create a Windows NT "Shortcut", if you have not done so already. After it opens, click on the button labeled **Warnings and Advisories** information and print the information.

4. TCC opens up "Weather Warning" toolbar in Word 6.0 and "clicks" on and opens up "canned" **Warning** form.

5. TCC writes up notice with specific **Warning** information.

6. TCC dispatches District Supervisors and Metro Transit Police to affected area to investigate Damage and situation for possible Metro Transit route detours.

7. Radio Call goes out to drivers in the affected area and in expected path of the storm giving them the specific **Warning** information.

   - If All or large portion of service area affected, do an **ALL** Call.

   - If the area affected is serviced by one garage (for example: St. Paul/Snelling) do a **GARAGE** Call.

   - If the area affected is serviced by a limited number of routes, do a **GROUP** Call by route.

   - If the area affected is serviced by a limited number of buses, do a **SELECT** Call to the individual buses.

* Try to tailor the call to only those directly affected ~~and in expected path of~~ the storm. Use the type of call which will be the quickest way to communicate the message.

7. TCC turns on TV to Ch. 17 (when weather information is being broadcast) to monitor weather and radar information. TCC will also monitor weather radio (162.55MHz) and local TV/radio for further weather information and updates. TCC will also monitor real-time radar loop information at the following Internet website - **http://www.intellicast.com/weather/msp/radarloop**

8. Weather status notices are placed at each active console so that each TCC Supervisor is aware of current situation.

   - This will be done by any available TCC Supervisor or the TCC Lead Supervisor.

9. As Situation dictates and as time allows, Chain of Command is notified.

Phase IV

DEFINITION OF PHASE IV

An incident where the situation has escalated to include:

♦ Detouring and disruption of Met Council-related service.

♦ Met Council-related service possibly curtailed in affected area.

♦ Employee and customer safety in jeopardy.

♦ Bus(es) possibly given to an external agency.

♦ Need for additional equipment and drivers above and beyond the resources available (example: all call drivers available). Need for overtime drivers. Buses pulled off regular routes.

PROCEDURES:

♦ TCC dispatches District Supervisors and Metro Transit Police to affected area to investigate Damage and situation for possible Metro Transit route detours. District Supervisors and Metro Transit Police at the scene will coordinate activities with external agencies.

♦ Detour drivers from the affected area immediately.

♦ Managers of TCC/East Metro, West Metro, and the TCC Assistant Manager are notified.

♦ Insure that the Chain of Command has been notified.

♦ TCC staff continues monitoring appropriate radio and T.V. Channels.

♦ Decisions made on whether additional TCC and District Supervision staff is needed.

♦ In the absence of the TCC/East Metro, West Metro Managers, or the TCC Assistant Manager being available, one District Supervisor and one TCC Supervisor will assume command of the situation (Incident Coordinator).
   - On the Street: The first supervisor on the scene assumes command. This supervisor will be replaced that district's supervisor, if he/she becomes available, or by the Managers of East or West Metro.
   - In the TCC: One TCC Supervisor will assume command. The decision of who will be the Incident Coordinator is to be decided by current TCC Supervisors on duty. When becoming available, the TCC Assistant Manager will assume command.

♦ Information to external agencies and the media will be handled through normal channels. Information will be provided to the Director of Public Relations by the TCC Assistant Manager or the Incident Coordinator.

♦ Throughout situation, document activities on an SSR as they unfold (Summary of incident, affects on Metro Transit, extra resources used, actions taken, etc.)

Phase I - Watch Message (for internal TCC use only)

The National Weather Service has issued a **"Severe Thunderstorm, Tornado, Flash Flood"** **Watch** effective from **"Time, AM/PM"** until **"Time, AM/PM"**. This **"Severe Thunderstorm, Tornado, Flash Flood"** **Watch** does include **"the Twin Cities Metro Area 'OR' give specific portions of Metro Area affected"**. Please remember that a **Watch** only means that weather conditions are favorable for thunderstorm development and that no warnings are currently in effect within the Metro Transit service area.

Calls to drivers not necessary at this point

Monitor Weather conditions for possible further updates or warnings

---

Phase II Warning Message to Drivers

Use the following **STAND BY** message waiting for the radio call to go to ready mode:

"This is a(n) **"All, Garage, Group"** Call to all **"Metro Transit, Garage, Route ##"** Drivers. Stand by for important severe weather information."

"The National Weather Service has issued a **"Severe Thunderstorm, Tornado, Flash Flood"** Warning effective from **"Time, AM/PM"** until **"Time, AM/PM"** for **"counties, portions of counties"**. Currently, the National Weather Service is reporting (**"Give specific storm location information, direction of travel, and communities affected as stated by the National Weater Service"**)."

"Should you encounter weather conditions that pose a health and safety threat to you and your customers, please use your good judgement to take immediate and appropriate steps for the safety of everyone on your bus. Should any further weather warnings or updates be necessary, you will be notified via radio by the Transit Control Center."

** Repeat message up to 3 times for Group/Garage Calls - 5 times for ALL Calls **

** Note: Do not improvise and give unsubstantiated information. False information can cause needless worry/concern for drivers should this information affect them or their families. It could potentially distract them from carrying out their responsibilities of safely operating their bus.

Example:

> *"This is an **ALL** Call to all **Metro Transit** Drivers. Stand by for important severe weather information."*

> *"The National Weather Service has issued a **Tornado Warning** effective from **5:00pm** until **5:45pm** for **Southern Hennepin County**."*

> *"Currently, the National Weather Service is reporting funnel clouds, sighted in the City of Eden Prairie near intersection of Highway 169 and I-494, moving to the N.E. This storm will be affecting the Cities of Edina, Richfield and South Minneapolis over the next 30 minutes."*

> *"Should you encounter weather conditions that pose a health and safety threat to you and your customers, please take immediate and appropriate steps for you and their protection. Should any further weather warning or updates be necessary, you will be notified via radio by the Transit Control Center."*

Phase III Warning (w verified damage) Message to Drivers

"This is a(n) **"All, Garage, Group"** Call to all **"Metro Transit, Garage, Route ##"** Drivers. Stand by for important severe weather information."

"The National Weather Service has issued a **"Severe Thunderstorm, Tornado, Flash Flood"** warning effective from **"Time, AM/PM"** until **"Time, AM/PM"** for **"counties, portions of counties"**. Currently, the National Weather Service is reporting (**"Give specific storm location information, direction of travel, and communities affected as stated by the National Weater Service"**)."

"Damage, Flash Flooding, etc." has been reported in **"community and specific location"**. Metro Transit District Supervisors have been dispatched to the area to investigate and possibly reroute buses, if necessary. Should further updates be necessary you will be notified via radio by the Transit Control Center.

Example:

*"This is an **ALL** Call to all **Metro Transit** Drivers. Stand by for important severe weather information."*

*"The National Weather Service has issued a **Tornado Warning** effective from **8:15pm** until **9:00pm** for **Southern Hennepin and all of Ramsey County**."*

"Currently, the National Weather Service is reporting a Tornado on the ground in the City of Minneapolis near intersection of 38th St. and Chicago moving to the N.E. This storm will be affecting the Cities of South Minneapolis, St. Paul, and Roseville over the next 45 minutes."

"Damage has been reported in this area. Metro Transit District Supervisors have been dispatched to the area to investigate and possibly reroute buses, if necessary. "Should you encounter weather conditions that pose a health and safety threat to you and your customers, please take immediate and appropriate steps for your and their protection. Should further updates be necessary you will be notified via radio by the Transit Control Center."

** Repeat message up to 3 times for Group/Garage Calls - 5 times for ALL Calls **

Policy for Notification and Assignment of Personnel to Investigate Serious Accidents

Purpose: To assure only required personnel be deployed to an accident scene to assist the driver, collect necessary information and ensure proper notifications are made.

Definition: Serious accident involving pedestrian or collision resulting in injury to any person, including the driver, to the extent the injured person(s) must immediately be taken to a medical treatment facility.
NOTE: Passenger falls requiring medical attention where no other vehicle is involved will not fall under this definition.

Responsibilities:
Transit Control Center (TCC)

1. TCC Supervisor taking the call will be the Control Center Incident Commander (IC)
2. Dispatch local Police and/or Medical Assistance.
3. Dispatch District Supervisor to scene. If supervisor needs assistance, TCC will dispatch one additional supervisor if available.
4. Dispatch Metro Transit Police to scene.
5. Notify Claim Representative of accident. ***This should ideally be within 5 minutes of TCC knowledge of the accident.***
6. Dispatch service vehicle and fill service as needed.
7. Notify appropriate management personnel. This *may* include the following positions:
   - Garage Transportation Manager
   - Garage Maintenance Manager
   - Street Operations Manager or Assistant Manager
   - Assistant Director of Garage Operations
   - Director of BusTransportation
   - Director of Maintenance
   - Director of Customer Service and Marketing
   - Director of Safety
   - Assistant General Manager - Operations
   - General Manager
   - Other - Opt Out or Contract Service Provider
8. Complete Special Situation Report and Trouble Report
9. Refer all calls from reporters regarding the accident to the Director of Customer Service and Marketing.

A service of the Metropolitan Council

District Supervisor

1. The first District Supervisor to arrive will be the On-Site Incident Commander (IC) for Metro Transit
2. Check welfare of driver and other parties.
3. Identify and work with police at scene.
4. Determine if additional personnel are needed and advise the TCC. This *may* include the following:
    - Additional District Supervisor
    - Risk Management
    - Additional driver
    - Shop, dependent on condition of the bus
    - Peer Support
    - Safety Specialist
    - Opt Out or Contract Service Provider
5. Investigate accident.
    - Observe entire scene, obtain police report case number, obtain injured party identification, and take pictures, if needed
    - Obtain and document information provided by the driver.
    - Remind the driver to do an Accident/ Incident report and collect courtesy cards.
6. If bus has onboard camera, remove tape and forward to Risk Management.
7. Update the TCC on a continuous basis. (Do not give detailed reports on the radio. Use telephone to report sensitive information.)
8. Fill out Supervisor Accident/ Incident Report. Send one copy of the report to the following personnel:
    - Original to Risk Management
    - Manager of Street Operations
    - Appropriate Garage Transportation Manager
    - Appropriate Safety Specialist
    - Human Resources, if driver is taken for Metro Transit drug test
9. Accompany driver to the police department and/or hospital
10. Complete Post Accident Drug/Alcohol Testing Form to support why drug/alcohol testing did or did not take place. Return form with copy of Accident/Incident report to Human Resources.
11. Refer all questions from reporters regarding the accident to the Director of Customer Service and Marketing.

Risk Management

1. Claim Representative will go to scene, depending on the nature of injury and liability.
2. Investigate accident, collect information and take appropriate photographs
3. Accompany driver to the Police Department and/or arrange for our legal counsel to be present at Police Department.
4. Prepare a narrative summary report for the Assistant Manager- Operations by the next day.

Driver

1. Cooperate with police at scene as to the facts of the accident.
2. Do not give any recorded or written statement to police without the prior approval of the Metro Transit Claim Representative or Metro Transit legal counsel. When criminal charges are possible, the driver may also elect to confer with personal legal counsel prior to providing recorded or written statement to police.
3. Collect courtesy cards from passengers and witnesses, complete accident report no later than 8:00 a.m. the next morning.
4. Do not discuss the accident with anyone other than the District Supervisor, his/her manager, Safety Specialist, Metro Transit Claim Representative, Metro Transit legal counsel, or personal legal counsel.

Public Relations

Only the Director of Customer Services should release details of the accident to the news media. Reporters should be directed to him/her.

Transit Police

1. Provide first aid if necessary.
2. Assist local jurisdiction and District Supervisor.
3. Assist with traffic or crowd control as needed.

Maintenance

1. Shop foreman will determine if bus will be towed
2. Bus will be held until released by Risk Management
3. Held bus will receive no maintenance or cleaning until released